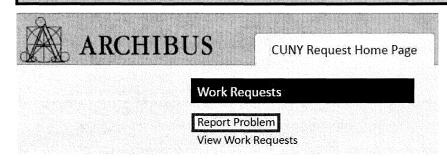# SUBMITTING WORK REQUESTS

When you sign in you will see two choices on the web page under the Work Requests banner:

1. Report Problem – Select to create a work request.
2. View Work Requests – Select to view all work requests you have submitted.

Each of these choices are described below.

1. REPORT PROBLEM

There are 5 sections to the Report Problem web page:

A. Requestor
B. Location
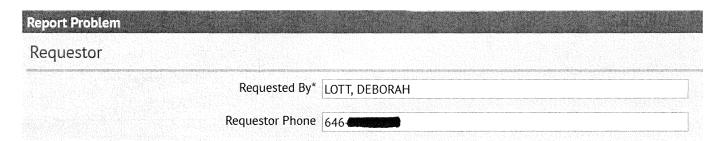C. Problem
D. Description
E. Add Documents and Submit

SECTION A – REQUESTOR

There are two name fields associated with every request:

Creator - this is you. The person creating the request.

Requestor - this is who you are creating the request for (can be you or another person).

Status emails will be sent to both the Creator and the Requestor.

The field *Requested By* will default to your name.

If you are creating a request for another person click the blue box with the three dots at end of the *Requested By* box.

The below box will pop up. Click the black circle with the X to clear your name.

Select Value - Requested By, Requestor Phone

Employee Code: L[1] All[1]

Employee Code	Phone - Work	Department Code	Department Name	
"LOTT, DEBORAH	646 ███████			✖
LOTT, DEBORAH	646 ██████			

You can then search for a name by typing in the first couple letters of the person's name in the *Employee Code* box and pressing the enter key on your keyboard. Alternatively, you can enter their phone number or department name. You can also click on the corresponding letter of the person's last name. When the results are presented click on the desired name.

Select Value - Requested By, Requestor Phone

Employee Code: A[24] B[29] C[26] D[77] E[6] F[16] G[15] H[19] I[1] J[10] K[9] L[20] M[39] N[4] O[6] P[18] Q[2] R[32] S[44] T[14] U[3] V[7] W[11] Y[2] Z[2]
All[436]   Page 1 of 5   **Next >>**

Employee Code	Phone - Work	Department Code	Department Name	
				✖

SECTION B – LOCATION

If you click on the box "Use your assigned workspace location" it will automatically fill in the person's location.

Location

☑ Use your assigned workspace location

Location* | ██████████ | 16 | 1612 | Drawing ◉
Building is required. Enter floor and room number to help us process your request faster.

Describe the location | ◉
Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."

If you do not click on the box you must enter a location.

Location

☐ Use your assigned workspace location

Location* | BUILDING | FLOOR | ROOM | ◉
Building is required. Enter floor and room number to help us process your request faster.

Describe the location | ◉
Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."

Click the blue box with the three dots at end of the *Building* box. And select the appropriate building. Repeat for *Floor* and *Room*. Please note that the building is required. It will assist in completing your request if you provide the floor and room also. The *Describe the Location* box is a text field to provide additional location information. This is optional.
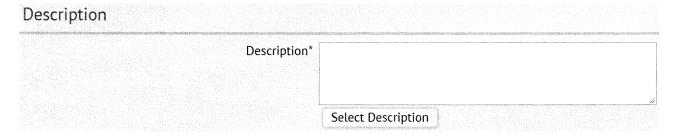
SECTION C – PROBLEM

This is a required field. Click on the black down arrow and select the Problem Type that best describes your issue. You can click on *View Problem Type Descriptions* for an explanation of the Problem Types.
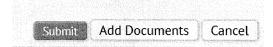
Problem

Type of Problem* [▼]

Please select a Problem Type that describes your work request issue.
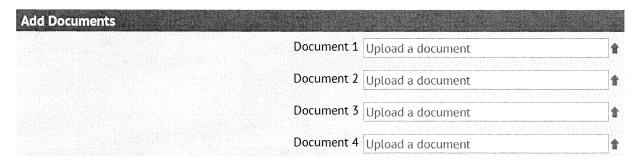
[View Problem Type Descriptions]

SECTION D – DESCRIPTION

This is a text field where you are required to enter an explanation of your issue.

Description

Description* [   ]

[Select Description]

SECTION E – ADD DOCUMENTS and SUBMIT

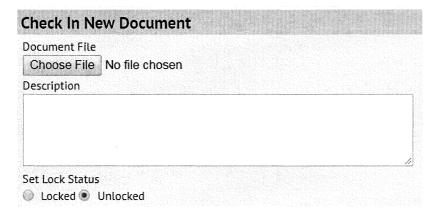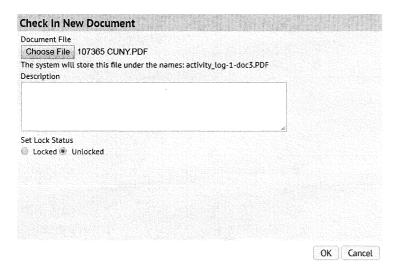[Submit]   [Add Documents]   [Cancel]

You may attach up to 4 documents to your work request. Click *Add Documents.* To add a document click on the blue up arrow at the end of the Upload a document box.

Add Documents

Document 1 [Upload a document   ] ⬆
Document 2 [Upload a document   ] ⬆
Document 3 [Upload a document   ] ⬆
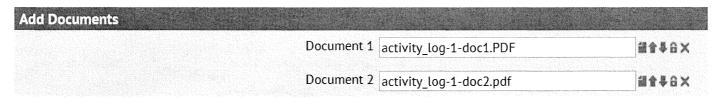Document 4 [Upload a document   ] ⬆

In the pop up box click *Choose File* button. Browse to the location of the desired file. Click on the file to highlight it and then click the *Open* button.

Check In New Document

Document File

| Choose File | No file chosen

Description

Set Lock Status
○ Locked ● Unlocked

Your document file will show. You can provide a short description – this is optional. Click *OK* to accept.

Check In New Document

Document File

| Choose File | 107365 CUNY.PDF

The system will store this file under the names: activity_log-1-doc3.PDF

Description

Set Lock Status
○ Locked ● Unlocked

| OK | Cancel |

The documents you have attached will be listed. To remove a document click on the blue X.

Add Documents

| | Document 1 | activity_log-1-doc1.PDF | 📄⬆️⬇️🔒✖ |
| | Document 2 | activity_log-1-doc2.pdf | 📄⬆️⬇️🔒✖ |

Click the *Submit* button if you have completed all fields and added all documents. Click the *Cancel* button if you do not want to submit the work request.

| Submit | Add Documents | Cancel |

2. VIEW WORK REQUESTS

ARCHIBUS CUNY Request Home Page

Work Requests

Report Problem

View Work Requests

The tab, labeled **Select**, shows active work requests listed in order by the newest to the oldest.

The tab, labeled **Archived Requests**, shows historic work requests listed in order by the oldest to the newest.

In both tabs to view more information about a work request click on the *Select* button to the left of the request.

View On Demand Work Service Requests

Select | Archived Requests

Filter | | Show | Clear

| Status | | Date Requested From | | Date Requested To | | |

Select a Request to view more details

Service Requests assigned to you as substitute

	Work Request ID	Building	Requested By	Created By	Problem Type	Status	Date Requested
Select		15 BKLYN-IA	PUCCIO, JEFFREY	LOTT, DEBORAH	LIGHTBULB	APPROVED	3/1/2019
Select		11 BKLYN-WQ	AGUILERA, JENNIFER	LOTT, DEBORAH	CUSTODIAL	IN PROGRESS	1/31/2019
Select		4 BKLYN-FG	LOTT, DEBORAH	LOTT, DEBORAH	CEILING TILES	APPROVED	1/17/2019

You can filter your requests by Status, Date Requested From and Date Requested To. Once you enter the filters you must click the *Show* button in the upper right corner. To clear the filters click the *Clear* button.